

Information Paper

SSN Reduction Communications Plan

The Defense Manpower Data Center (DMDC) is the Department of Defense (DoD) enterprise human resource information source that provides secure solutions for the issuance and use of identity credentials to support the Department's mission. It supports over 1,500 Real-time Automated Personnel Identification System (RAPIDS) sites with over 2,250 workstations worldwide that issue identification cards.

In response to an increasing awareness of the growing need to protect the safety of Service members and their families' identity information, DoD will begin to eliminate the Social Security Numbers (SSN) from DoD ID cards. As detailed below, these changes will go into effect in three phases, each of which will be implemented, as ID cards are issued or renewed.

The following key messages and themes will be part of all communications efforts related to SSN Reduction:

1. Full SSNs will no longer be visible on the cards and should not be relied on for individual authentication;
2. These changes are being made by the Department to protect the identity information of cardholders; and
3. The removal of SSNs will occur in three phases, all of which will be implemented as part of the normal card lifecycle process:
 - Phase One will remove the printed dependent SSN from Dependent Identification and Privilege cards (DD Forms 1173 and 1173-1) and replace it with "XXX-XX-XXXX." At this point, the sponsor's SSN will remain visible on the card. It is scheduled to begin by the end of calendar year 2008;
 - Phase Two will remove printed SSNs from all DoD ID cards, with the exception of Geneva Conventions identification cards, which will retain the last four digits of the SSN for Geneva Conventions purposes. This phase is scheduled to begin by the end of calendar year 2009; and
 - Phase Three will remove SSNs from barcodes on all cards and is scheduled to begin during calendar year 2012.

DMDC has developed an SSN Reduction Communications Plan that will deliver uniform and consistent information to raise awareness and provide stakeholders with key messages. These messages will allow stakeholders to address potential impacts of these changes to their systems and/or processes. In an effort to minimize the circulation of misleading, fragmented, or incomplete information, the communication plan captures key messages and provides the process for informing stakeholders of pending changes to their card and/or business processes.

The scope of the SSN Reduction Communication Plan is limited to providing uniform and consistent awareness of the removal of the SSN from identification and benefits and privilege cards. Stakeholders affected by this change have been targeted and notified of the upcoming change and have been asked to disseminate the message down to its lowest levels. The plan does not provide instructions or methodology on how stakeholders will adapt to or incorporate the changes in their systems and/or processes.

Questions about the plan should be emailed to CACsupport@mail.mil.